

JOB DESCRIPTION

Job Title	Systems Engineer	Country
Department		Office
Division		Career Level
Reports To		Salary & Incentive

Purpose of the Job

Provide a high level of technical consultancy to bid or proposal processes, supporting Account Managers and providing an interface for the customer in regard to all technical issues in the sales cycle. Improve the knowledge of the sales community about the Cisco product portfolio. Support relationship with key customers and identify technical and market developments.

Key responsibilities [list the accountabilities and responsibilities]

- Consult on, identify and translate the customers' technical requirements into a solution that is technically feasible and is commercially viable.
- Provide technical and sales support for accounts in assigned territory.
- Perform technical presentations for customers, partners and prospects
- Actively probe customers for technical needs on sales opportunities.
- Assist with the development of formal sales plans and proposals for assigned opportunities.
- Actively participate as a specialist on assigned Virtual Team and provide consultative support in areas of specialization to other Systems Engineers.
- Mentor and provide training for new members of SE Organization.

Qualifications

- Education to degree level, preferable
- CCNP & CCDP Certification Required

Skills

- 3-5 years demonstrable experience in Cisco products or relevant experience in key competitor offerings.
- Knowledge and demonstrable operating experience in at least one of the following area's of specialization: VPN's, Security, QoS, Convergence(Voice and Video), Campus/MAN, WAN, Wireless, Optical or Storage Area Networking.
- Knowledge of relevant solutions sets, product line specifications, performance criteria and applications.
- Competitive knowledge (in their area of specialization) including solution, technology and product offerings.
- Demonstrable experience in providing pre-sales support to winning Account Teams.
- Excellent communication and interpersonal skills
- Problem solving skills: ability to assess a problem and determine an effective course of action.
- Consultation skills
- Commercial Focus
- Negotiation Skills
- Strategic Thinker
- Analysis Skills
- Decision Making
- Business English and local language of target region, other European languages an advantage

Competencies

- **Interpersonal and communication skills**, able to build rapport and communicate effectively at all levels, and across disciplines using different communication techniques
- **Cultural awareness**, aware of different cultural styles and how to work with them
- **Change orientated**, able to accept work with and manage an ever changing work environment
- **Influencing**, able to construct logical, credible and winning arguments that will persuade decision makers.

- **Self starter**, able to take instruction and manage self for motivation and delivery.
- **Team worker**, works effectively within the team delivering own targets and supporting others
- **Achiever**, Sets high personal standards and is goal oriented.
- **Stress resistant**, able to work under and cope with pressure without unduly compromising delivery.
- **Professional**, ensures that behavior at work meets standards expected within a blue-chip organisation.
- **Proactive**, anticipates change, future needs or risk in the business or areas of responsibility and proposes appropriate activities to meet these challenges.
- **Customer Focus**, ensures that is aware of customer needs and expectations, constantly striving to deliver same.